
Office of Citizen Complaint Review

www.occr.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$1,324,200	\$1,481,445	\$1,626,030	9.8
FTEs	14.9	19.0	18.3	-3.9

The mission of the Office of Citizen Complaint Review (OCCR) is to provide the public with independent, fair, and timely investigation and resolution of citizen complaints of misconduct against Metropolitan Police Department officers.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Decrease the number of police misconduct incidents.
- Increase confidence in OCCR by citizens and MPD, which includes both management and rank and file officers.
- Resolve complaints in a timely, efficient, and professional manner.
- Increase community awareness of OCCR's authority, mission, and process so that citizens are empowered by knowing their rights and how to contact OCCR if they become victims of police misconduct.
- Promote greater understanding between police and citizens by continuing to refer appropriate complaints to mediation.

Funding by Source

Tables FH0-1 and 2 show the sources of funding and FTEs by fund type for the Office of Citizen Complaint Review.

Table FH0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	1,168	1,324	1,481	1,626	145	9.8
Total for General Fund	1,168	1,324	1,481	1,626	145	9.8
Gross Funds	1,168	1,324	1,481	1,626	145	9.8

Table FH0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	12	15	19	18	-1	-3.9
Total for General Fund	12	15	19	18	-1	-3.9
Total Proposed FTEs	12	15	19	18	-1	-3.9

Expenditure by Comptroller Source Group

Table FH0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table FH0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

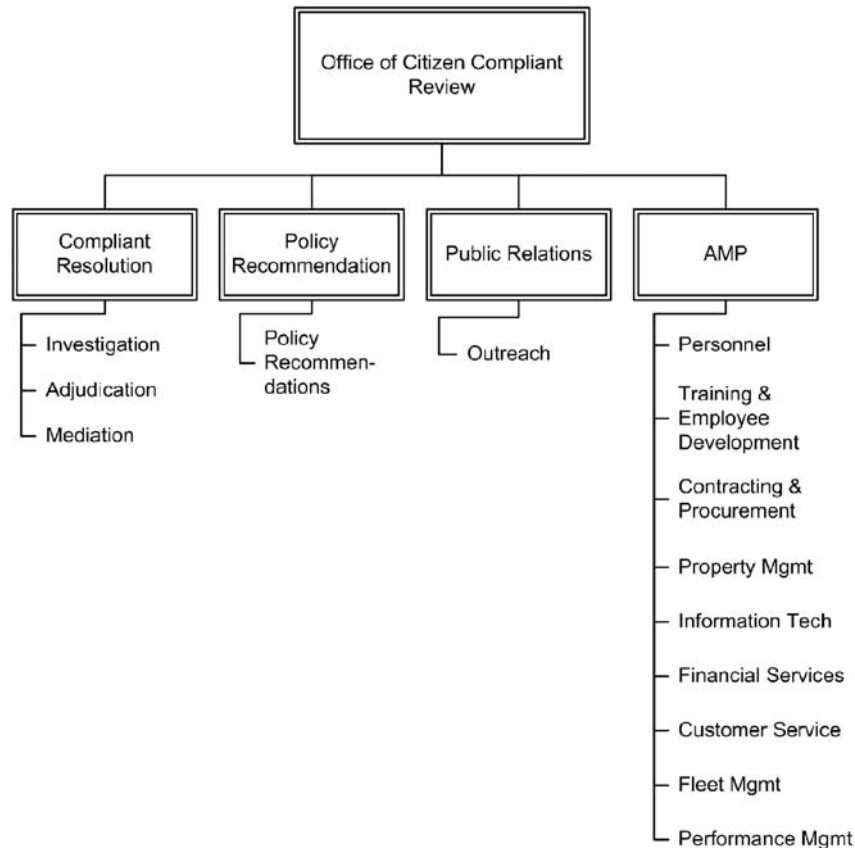
Comptroller Source	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	629	766	854	976	122	14.3
12 Regular Pay - Other	69	32	32	33	1	2.5
13 Additional Gross Pay	28	16	0	22	22	100.0
14 Fringe Benefits - Curr Personnel	107	117	145	149	3	2.3
Subtotal Personal Services (PS)	833	932	1,031	1,179	148	14.4
20 Supplies and Materials	0	0	6	0	-6	-100.0
31 Telephone, Telegraph, Telegram, Etc	11	9	21	10	-10	-50.2
32 Rentals - Land And Structures	156	153	144	149	5	3.3
40 Other Services And Charges	74	61	112	61	-50	-45.1
41 Contractual Services - Other	58	90	126	189	63	49.7
70 Equipment & Equipment Rental	22	59	22	22	0	0.0
Subtotal Nonpersonal Services (NPS)	336	393	451	447	-4	-0.8
Total Proposed Operating Budget	1,168	1,324	1,481	1,626	145	9.8

Expenditure by Program

The Office of Citizen Complaint Review (OCCR) has the following program structure.

Figure FH0-1

Office of Citizen Complaint Review



Gross Funds

The proposed budget is \$1,626,030, representing a change of 9.8 percent over the FY 2004 approved budget of \$1,481,445. The proposed budget includes Local funds only. There are 18.3 total FTEs for the agency, a decrease of 0.7 FTEs from the FY 2004 approved budget.

Programs

The Office of Citizen Complaint Review is committed to the following programs:

Complaint Resolution

	FY 2004	FY 2005
Budget	\$719,958	\$883,479
FTEs	12	11

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Complaint Resolution** program provides investigations, mediations, and adjudications for complainants, subject officers, MPD, and the public so that complaints are resolved in a fair, impartial, and timely manner. To help manage and track cases, OCCR purchased a data track-

ing system that will help the agency track complaints, as well as provide OCCR with useful statistical information. This program primarily supports the Citywide Strategic Priority area of Making Government Work. This program has three activities.

- **Investigation** - conducts investigations and produces reports for the benefit of the public, MPD, and the District government so that timely, thorough, and impartial determinations of police misconduct can be made.
- **Adjudication** - provides merit determinations to the complainant, subject officer, MPD, and the public so that final determinations regarding police conduct are rendered.
- **Mediation** - provides a face-to-face forum for the complainant and subject officer, in appropriate cases, to develop a better awareness and understanding of the incident that led to the filing of the complaint and, if possible, reach an agreement to resolve the conflict.

Program Budget Summary

Since this agency transitions to a PBB agency in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. However, changes within this program increased the overall gross funds budget level. This change includes an increase of \$80,000 to support pay parity for investigative staff and an increase of \$21,716 to support the FY 2004 2.5 percent nonunion pay raise that became effective October 5, 2003. The change also includes an increase of \$42,869 to support increased complaint adjudication costs.

Key Result Measures

Program 1: Complaint Resolution

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Philip K. Eure, Executive Director

Supervisor(s): Philip K. Eure, Executive Director

Measure 1.1: Percent of investigations completed and reports produced in six months

	Fiscal Year	
	2004	2005
Target	50	50
Actual	-	-

Measure 1.2: Percent of investigations completed and reports produced in 12 months

	Fiscal Year	
	2004	2005
Target	80	80
Actual	-	-

Measure 1.3: Percent of actually mediated cases that reach a signed agreement

	Fiscal Year	
	2004	2005
Target	60	60
Actual	-	-

Measure 1.4: Percent of decisions rendered within 90 days of referral of matter to complaint examiner

	Fiscal Year	
	2004	2005
Target	90	90
Actual	-	-

Measure 1.5: Percent of decisions of referral of matter to complaint examiner forwarded to the Chief of Police within 120 days

	Fiscal Year	
	2004	2005
Target	90	90
Actual	-	-

Public Relations

	FY 2004	FY 2005
Budget	\$48,651	\$48,632
FTEs	1	1

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Public Relations** program provides information and education for the public and MPD to increase awareness of OCCR's mission, authority, and processes so that the agency's services can be fully accessed. In FY 2003, OCCR participated in 20 outreach events, of which targeted audiences of youth, Latinos, and residents of wards 7 and 8. This program primarily supports the Citywide Strategic Priority area of Making Government Work. This program has one activity:

- **Outreach** - provides information and education to the public and MPD to increase awareness and understanding of OCCR's function.

Key Result Measures

Program 2: Public Relations

Citywide Strategic Priority Area(s): Building Safer Neighborhoods

Manager(s): Thomas E. Sharp, Deputy Director

Supervisor(s): Philip K. Eure, Executive Director

Measure 2.1: Number of outreach events attended or sponsored by OCCR

	2004	2005
Target	18	18
Actual	-	-

Policy Recommendations

	FY 2004	FY 2005
Budget	\$68,446	\$68,423
FTEs	1	1

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Policy Recommendations** program issues recommendations to the Mayor, Council, and MPD to lower the level of police misconduct. This program primarily supports the Citywide Strategic Priority area of Making Government Work. This program has one activity:

- **Policy Recommendations** - makes recommendations for the Mayor, Council, and MPD to lower the level of police misconduct.

Key Result Measures

Program 3: Policy Recommendation

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Philip K. Eure, Executive Director

Supervisor(s): Philip K. Eure, Executive Director

Measure 3.1: Number of policy recommendations issued

	2004	2005
Target	4	4
Actual	-	-

Agency Management

	FY 2004	FY 2005
Budget	\$644,390	\$625,496
FTEs	5	5

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Agency Management** program provides operational support to the agency so that it has the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

Since this agency transitions to a PBB agency in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. However, a change within this program decreased the overall gross funds budget level. This change includes a decrease of \$16,533 in fixed costs.

Key Result Measures

Program 4: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Philip K. Eure, Executive Director

Supervisor(s): Philip K. Eure, Executive Director

Measure 4.1: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year	
	2004	2005
Target	-	-
Actual	-	-

Measure 4.2: Cost of Risk

	Fiscal Year	
	2004	2005
Target	-	-
Actual	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 4.3: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year	
	2004	2005
Target	-	-
Actual	-	-

Measure 4.4: Percent of key result measures achieved

	Fiscal Year	
	2004	2005
Target	-	-
Actual	-	-

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

